



Patient and Family Advisors Frequently Asked Questions

What is the Purpose of Patient and Family Advisors?

- To offer a safe venue for patients and families to provide input in a setting where they are receiving care.
- To promote improved relationships between patients, families, and staff.
- To open lines of communication between patients, families, and staff.
- To offer an opportunity for patients and families to provide input into policy and program development and actively participate in the development of new facilities and programs.

What is a Patient and Family Advisor?

- Someone who volunteers their time to work with a healthcare organization to share their insights, thoughts, and opinions about what works and doesn't work for people receiving services.
- Someone who can provide fresh insights on what it's like to receive services from the healthcare delivery system.
- Someone who can bring not only their own ideas, but the thoughts and ideas of others within their network.

What do Patient and Family Advisors do?

- Advisors bring diverse ideas and experiences to conversations about ways to improve healthcare programs, policies, services, communication and tools that might be used.
- Talk about and help others talk about ideas so that Oregon Medical Group and other healthcare providers in our community can make healthcare better.
- Work together with Oregon Medical Group staff and physicians in planning programs.
- Think beyond what happened to them or their family members to help others have an improved experience.

What qualifications or qualities does an advisor need?

An advisor is someone who can:

- Share insights and experiences in ways that others can learn from them.
- See beyond his/her own personal experiences.
- Show concern for more than one issue or agenda.
- Respect diversity and differing opinions and perspectives.
- Listen well.
- Speak comfortably in a group with candor.
- Enjoy working together with others on solutions.

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Type of participation we are seeking at Oregon Medical Group:

- **Focus Groups:** Provide feedback in a group format with other patients/family members. Usually a one time or intermittent commitment with a changing group of advisors
- **Participate on Committees:** Bring the patient/family perspective to committee meetings.
- **Story Sharing:** Share your health care experiences with care providers and other patients
- **Short Term Projects:** Be a partner in making improvements to specific healthcare services
- **Ongoing Patient or Family Council Member:** Attending monthly meetings with providers to review overall program/services.

If you are interested in learning more about how you can get involved, please fill out the attached interest form and we will contact you to set up an informal interview session.